

## ABSTRACT OF THE DISCLOSURE

Resources of a contact center are allocated by electronically monitoring at least one operational parameter of the contact center and performing a comparison between the operational parameter and a threshold value for the operational parameter. An indication of an action to be taken to affect allocation of resources of the contact center is then developed based on the comparison. This allocation also may be performed using an apparatus having a processing unit coupled with a memory, and instructions that are storable in the memory and executable by the processing unit. The instructions could be for monitoring at least one operational parameter of the contact center, performing a comparison between the operational parameter and a threshold value for the operational parameter, and developing an indication of an action to be taken to affect allocation of resources of the contact center.